

TO: Finance Committee

FROM: Mike Lipski, Human Resources

DATE: August 27, 2018

RE: Customer Service Supervisor

Water Utility General Manager Tom Heikkinen has requested that the current vacant position #4484 of Accountant 2 (CG18, R08) be recreated as a Customer Services Supervisor (CG18, R11) to better serve the needs of the Water Utility. The Water Utility is currently seeking a new Water Utility Financial Manager. In evaluating the current structure of the Finance Unit, Mr. Heikkinen has concluded that in order for that person to be successful, another management-level position to oversee billing and meter shop operations is necessary. Currently, the Water Utility Financial Manager supervises professional Accountants, the para-professionals working in the customer service unit, and through a foreperson, the meter shop. Supervision of the customer service unit and meter shop includes overseeing all the changes that Automated Metering Infrastructure (AMI) has brought upon the Utility. By recreating the Customer Services Supervisor position, the Customer Services Supervisor would assume direct supervision of the customer service unit paraprofessionals, the meter shop, and related AMI issues. Although the Customer Services Supervisor would report to the Water Utility Financial Manager, this new position would allow the Financial Manager to devote more attention to the Utility's finances, and the professional-level accounting responsibilities of the Utility. Because the classification of Customer Services Supervisor currently exists in CG18, R11, this request only needs to be approved by the Finance Committee. The necessary resolution to make this change has been drafted.

Compensation Group/Range	2018 Annual Minimum (Step 1)	2018 Annual Maximum (Step 5)	2018 Annual Maximum +12% longevity
18/08	\$61,900	\$73,454	\$82,268
18/11	\$70,213	\$84,609	\$94,762

cc: Tom Heikkinen—Water Utility General Manager